

**NORTH SOUND MENTAL HEALTH ADMINISTRATION
BOARD OF DIRECTORS MEETING
NSMHA Conference Room
Mount Vernon, WA
December 8, 2005
1:30 PM**

AGENDA

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1. **Call to Order; Introductions – Chair Nelson**
2. **Revisions to Agenda – Chair Shelton..... 1-4**
3. **Approval of November Minutes – Chair Shelton..... 5-10**
Motion # 05-112
To review and approve the minutes of November 10, 2005.
4. **Comments & Announcements from the Chair**
5. **Reports from Board Members**
6. **Comments from the Public**
7. **Report from the Advisory Board – Marie Jubie, Chair**
8. **Report from the Executive/Personnel Committee – Dave Gossett, Chair**
9. **Report from the Quality Management Oversight Committee – Gary Williams, Chair.....11**
Motion #05-120
To review and approve the 2006 NSMHA Quality Management Plan as recommended by the NSMHA Quality Management Oversight Committee - Presentation and Approval

Motion #05-121
To review and approve the NSMHA Clinical Eligibility and Care Standards as recommended by the NSMHA Quality Management Oversight Committee.

Motion #05-122
To review and approve the Complaint, Grievance, Appeal and Fair Hearing Policies as recommended by the NSMHA Quality Management Oversight Committee.
10. **Report from the Planning Committee – Dave Gossett, Chair**
11. **Report from the Executive Director – Chuck Benjamin, Executive Director**
 - ♦ 2006 NSMHA Proposed Budget Presentation
12. **Report from the Finance Officer – Bill Whitlock, Fiscal Officer**

13. Report from the Finance Committee

14. Consent Agenda – Chair Shelton

All matters listed with the Consent Agenda have been distributed to each Board Member for reading and study, are considered to be routine, and will be enacted by one action of the Board of Directors with no separate discussion. If separate discussion is desired, that item may be removed from the Consent Agenda and placed on the Regular Agenda by request of a Board Member.

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To review and approve contract number NSMHA-APN-MEDICAID-06. The contract is for Medicaid covered mental health services to Medicaid enrollees. The term of the contract is January 1, 2006 to December 31, 2006. Total consideration is \$21,622,230.

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Motion # 05-098

To review and approve contract number NSMHA-SEA MAR-MEDICAID-06. The contract is for Medicaid covered mental health services to Medicaid enrollees. The term of the contract is January 1, 2006 to December 31, 2006. Total consideration is \$500,000.

Motion # 05-099

To review and approve contract number NSMHA-SEA MAR-SMH-06. The contract is for the provision of mental health services to the non-Medicaid population and for the provision of non-Medicaid covered mental health services Medicaid enrollees. The term of the contract is January 1, 2006 to December 31, 2006. Total consideration is \$100,000.

Motion # 05-100

To review and approve contract number NSMHA-VOA-MEDICAID-06. The contract is for crisis line and inpatient certification services to Medicaid enrollees. The term of the contract is January 1, 2006 to December 31, 2006. Total consideration is \$529,894.

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Motion # 05-103

To review and approve contract number NSMHA-SNOHOMISH-SMH-06. The contract is for involuntary crisis services and non-Medicaid covered administrative services. The term of the contract is January 1, 2006 to December 31, 2006. Total consideration is \$1,628,482.

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To review and approve contract number NSMHA-ISLAND-ADMIN-06. The contract is for administrative services. The term of the contract is January 1, 2006 to December 31, 2006. Total consideration is \$60,288.

Motion # 05-105

To review and approve contract number NSMHA-SKAGIT-ADMIN-06. The contract is for administrative services. The term of the contract is January 1, 2006 to December 31, 2006. Total consideration is \$64,805.

Motion #05-106

To review and approve contract number NSMHA-WHATCOM-ADMIN-06. The contract is for administrative services. The term of the contract is January 1, 2006 to December 31, 2006. Total consideration is \$73,982.

Motion # 05-107

To review and approve contract number NSMHA-SAN JUAN-ADMIN-06. The contract is for administrative services. The term of the contract is January 1, 2006 to December 31, 2006. Total consideration is \$52,024.

Motion #05-125

To review and approve contract number NSMHA-SKAGIT-MEDIATION-06. The contract is for Ombuds and Quality Review Team (QRT) services for 2006. The term of the contract is January 1 to December 31, 2006. Maximum consideration is \$129,821.

15. Action Items

Motion #05-108

To review and approve the NSMHA operating budget for 2006.

16. Action Items Not Yet Reviewed by the Board of Directors

Motion #05-113

To review and approve contract number NSMHA-APN-FBG-06. The contract is for the provision of non-Medicaid services in accordance with state approved uses of Federal Block Grant funds. The term of the contract is January 1, 2006 to September 30, 2006. Total grant funding awarded to APN for federal fiscal year 2006 is \$472,867. Maximum consideration under this contract is \$472,867 less the amount expended by APN between October 1 and December 31, 2005.

Motion #05-114

To review and approve contract number NSMHA-SNOHOMISH-FBG-06. The contract is for the provision of non-Medicaid services in accordance with state approved uses of Federal Block Grant funds. The term of the contract is January 1, 2006 to September 30, 2006. Total grant funding awarded to APN for federal fiscal year 2006 is \$66,000. Maximum consideration under this contract is \$66,000 less the amount expended by APN between October 1 and December 31, 2005.

Motion #05-115

To review and approve contract number NSMHA-WHATCOM-FBG-06. The contract is for the provision of non-Medicaid services in accordance with state approved uses of Federal Block Grant funds. The term of the contract is January 1, 2006 to September 30, 2006. Total grant funding awarded to APN for federal fiscal year

2006 is \$18,309. Maximum consideration under this contract is \$18,309 less the amount expended by APN between October 1 and December 31, 2005.

Motion #05-116

To review and approve contract number NSMHA-SEA MAR-FBG-06. The contract is for the provision of non-Medicaid services in accordance with state approved uses of Federal Block Grant funds. The term of the contract is January 1, 2006 to September 30, 2006. Total grant funding awarded to APN for federal fiscal year 2006 is \$26,984. Maximum consideration under this contract is \$26,984 less the amount expended by APN between October 1 and December 31, 2005.

Motion #05-117

To review and approve contract number NSMHA-TULALIP-FBG-06. The contract is for the provision of non-Medicaid services in accordance with state approved uses of Federal Block Grant funds. The term of the contract is January 1, 2006 to September 30, 2006. Total grant funding awarded to APN for federal fiscal year 2006 is \$81,840. Maximum consideration under this contract is \$81,840 less the amount expended by APN between October 1 and December 31, 2005.

Motion #05-118

To review and approve contract number NSMHA-McCALLUM-PSC-06-07. The contract is for human resources consulting services for 2006 and 2007. The term of the contract is January 1, 2006 to December 31, 2007. Total consideration is \$8,350 for 2006 and \$8,350 for 2007 for a total maximum consideration of \$16,700.

Motion #05-119

To review and approve contract number NSMHA-REHABCO-PSC-06-07. The contract is for janitorial services. The term of the contract is January 1, 2006 through December 31, 2007. Total consideration is \$6,336 for 2006 and \$6,528 for 2007, for a total maximum consideration of \$12,864.

Motion #05-123

To review and approve contract number NSMHA-SVCR-RECOVERY-06. The contract is for facilities for the 2006 Recovery Conference and 2006 Board of Directors Retreat. The contract is for the events to be held January 10 and 11, 2006. Costs are dependent on the number of attendees and maximum consideration is \$22,000.

Motion #05-124

To review and approve contract number NSMHA-SVCR-TRIBAL-06. The contract is for facilities for the 2006 Tribal Conference. The contract is for the events to be held May 2, 3, and 4, 2006. Costs are dependent on the number of attendees and maximum consideration is \$27,000. It is expected that costs will be recovered through conference fees.

17. Adjournment – Chair

NOTE: The next Board of Directors meeting January 12, 2005, at 1:30 p.m. in the Skagit Resort in Bow, WA

**NORTH SOUND MENTAL HEALTH ADMINISTRATION
BOARD OF DIRECTORS MEETING
NSMHA Conference Room
Mount Vernon, WA
November 10, 2005
1:30 PM**

MINUTES

Board Members Present:

Ward Nelson, Whatcom County Council
Kirke Sievers, Snohomish County Council
Janelle Sgrignoli, designated alternate for Snohomish County Executive, Aaron Reardon
Chris Tobey, designated alternate for Skagit County Commissioner, Ken Dahlstedt
Gary Williams, designated alternate for Whatcom County Executive, Pete Kremen
June LaMarr, The Tulalip Tribes
Barbara LaBrash, designated alternate for San Juan County Commissioner, Bob Myhr
Marie Jubie, NSMHA Advisory Board Chair

Staff Present:

Chuck Benjamin, Greg Long, Wendy Klamp, Deirdre Ridgway, Bill Whitlock, Margaret Rojas, Annette Calder

Guests:

Chuck Davis, Deborah Moskowitz, Andrea Fitzpatrick, Mike Manley, Sue Boyle, Andy Byrne

1. Call to Order; Introductions – Chair Nelson

Ward Nelson chaired the meeting in absence of Chair Shelton and Vice Chair Gossett. Chair Nelson opened the meeting at 1:30 p.m., and welcomed those present. Introductions were made. Mr. Sievers wanted it noted that after Chair Shelton gave him a bad time about not being present, Mr. Sievers wanted it noted that Mr. Shelton was not present; everyone laughed.

2. Revisions to Agenda – Chair Nelson

Chair Nelson asked if there were any revisions to the agenda; there were none.

3. Approval of October Minutes – Chair Nelson

A motion was made by Mr. Sievers to approve the October minutes as written, seconded by Ms. Sgrignoli, all in favor, **motion carried** (Motion # 05-089).

4. Comments & Announcements from the Chair

Chair Nelson had no comments.

5. Reports from Board Members

Chair Nelson asked if there were any reports from Board Members.

Mr. Sievers noted that Mr. Gossett had wanted to attend today, but was ill. Mr. Sievers noted that Mr. Gossett won the election.

Mr. Williams noted that Whatcom County Council approved the construction of the Whatcom County Triage Center.

Ms. LaBrash said that the voters of San Juan County have voted to approve a change in the County's form of government to a Charter form and will increase the number of commissioners from three to 6.

6. Comments from the Public

- ♦ Sue Boyle of Mount Vernon asked the Board of Directors, "What are we doing about providing the State Plan mandated services?" She listed some of the mandated services and specifically addressed Clubhouses. She noted that she and other members of the community have met with Compass Health regarding this and the reality is that even if Compass Health does the new housing development they are planning, the ability to have a clubhouse in that facility would probably not work. She said she would really like to find out how the Clubhouse service that is mandated will take place. She also addressed the Supported Employment service, Rainbow Center in Bellingham, dissatisfaction with Compass Health, Compass Health firing staff, being denied the ability to attend a Compass Health Board of Directors meeting and not being given copies of the minutes, Compass Health staff reorganization, and suggested sanctioning Compass Health. Chair Nelson thanked Ms. Boyle for her comments and stated that Chuck Benjamin would follow up with Compass Health about these concerns.
- ♦ **15 minute presentation from Ombuds**
Chuck Davis, Ombuds, directed everyone to Tab 1 of the meeting packet and provided a comprehensive PowerPoint Presentation on the Fall 2005 Ombuds report. Mr. Davis also distributed the semi-annual complaint data percentages (attached to file copy as part of the official record). Mr. Davis said the Ombuds have started a Parents Group and discussed the value of that group. A question and answer period followed. Mr. Davis was thanked for his report.

7. Report from the Advisory Board – Marie Jubie, Chair

Marie Jubie reported that the Advisory Board held their November meeting in Friday Harbor at the new Compass Health facility and provided some information about how the facility is used. She stated that the Advisory Board enjoyed their trip to San Juan Island. Ms. Jubie stated that she had attended the Mental Health Task Force (MHTF) meeting with Chuck Benjamin and presented framed posters to the MHTF Committee members. She said that she attended the Volunteers of America Strategic Planning Forum and hosted Advocacy Training at the NSMHA. Ms. Jubie also stated that the Advisory Board would be hosting a retreat in January or February of 2006 at the Skagit Resort. She invited everyone to the Advisory Board Potluck on December 6th. Bridgeways is having an open house to tour their new facility on November 29th from 3:00 to 5:00.

Ms. Jubie asked Ms. LaBrash to address the tele-psychiatry component that Compass Health wants to implement in San Juan and Island counties. This information was announced at the November Advisory Board meeting. Chuck Benjamin stated that Medication Monitoring is not allowed via tele-psychiatry. Chuck said that this Region would host meetings around Tele-psychiatry to discuss when it is appropriate and when it is not. Mr. Benjamin believes Compass Health wants to proceed in this manner due to psychiatric staff leaving. Mr. Benjamin said that NSMHA informed Compass Health that tele-psychiatry is not allowed under the Operations Manual for some services and instructed Compass Health not to begin this service on November 14th as they had planned; discussion followed. Mr. Benjamin reiterated that NSMHA would schedule a meeting to address this issue and the many concerns around it.

8. Report from the Executive/Personnel Committee – Dave Gossett, Chair

None; the committee did not meet.

9. Report from the Quality Management Oversight Committee – Gary Williams, Chair

Gary Williams reported the QMOC met on October 27th and noted that QMOC is changing its reporting method to the Board of Directors. He said that QMOC would be addressing Action Items from the committee with the Board of Directors. Mr. Williams reviewed the QMOC report with the Board of Directors and recommended approval of the amended Critical Incidents Policy. Wendy Klamp provided a synopsis of changes to the policy.

Chair Nelson made a motion (**#05-109**) to approve the Critical Incident Policy, seconded by Mr. Williams, all in favor, **motion carried**.

10. Report from the Planning Committee – Dave Gossett, Chair

Greg Long reported that the Planning Committee did not meet this month.

11. Report from the Executive Director – Chuck Benjamin, Executive Director

Chuck Benjamin reported:

- ◆ The death of a CDMHP, killed by a consumer in Kitsap county and said that our prayers are with the family the man who was killed, all CDMHPs and staff in similar situations. A motion (**#05-110**) by Williams, and second Sgrignoli to send a condolence letter from NSMHA to the family of the person who was killed, all in favor, **motion carried**.
- ◆ Received notice from Skagit County that a \$250 filing fee for Involuntary Treatment Act for each filing. This could become incredibly expensive and will Mr. Benjamin will recommend to the Mental Health Task Force that a recommendation be made to the Legislature to provide an exception for ITA Filing to ease the burden of costs associated with this
- ◆ Senate Bill 5763, Integrated Crisis Response Pilot is moving along well. He said the 5 counties partnering together on this is what made NSMHAs proposal successful. Mr. Benjamin said that Pioneer Center is a big part of this and that we could not have done it without their partnership.
- ◆ Stated the NSMHA Poster has been a big hit and we are getting requests for more distribution.
- ◆ SAMHSA Transformation Grant awarded to Washington State and Former DASA Director Ken Stark has been hired to lead the project.
- ◆ The Recovery Conference and Board of Directors Retreat on January 11 and 12, 2006.
- ◆ RFQ, due December 1, new requirements will create a financial burden on the NSMHA and will need the budget to be increased. Mr. Benjamin distributed a document about Access Options and discussed it with the Board of Directors. A provider of services cannot do Access. It has been determined that Volunteers of America is considered an Administrative Service Organization, not a provider of services. Mr. Benjamin discussed the option of moving Access to Volunteers of America and stated that a letter of interest and commitment from Volunteers of America to provide this service. Mr. Benjamin asked for a motion to enter into discussions with Compass Health and Volunteers of America about moving Access to Volunteers of America.

A motion (**# 05-111**) was made by Mr. Sievers for Mr. Benjamin to enter into discussions with Compass Health and Volunteers of America about Access, seconded by Mr. Williams, all in favor, **motion carried**. Mr. Benjamin was thanked for his report.

12. Report from the Finance Officer – Bill Whitlock, Fiscal Officer

Bill Whitlock reported:

- ◆ The October financial statements show our revenue budget is not in line with expectations. The Federal Block Grants (FBG) are low due to less spending and billing. The Expanded Community Services (ECS) is \$224,372 under budget. The PHP revenue is lower mostly due to the Washington Medicaid Integration Project (WMIP). The expenditures all have positive variances except for miscellaneous expense. Miscellaneous has a negative variance of \$4,662. The \$66,000 budget reduction

passed at the May Board of Directors meeting is shown in red as an administrative reserve on the NSMHA operating budget.

- ◆ The ECS contracts have been changed. The Older Adult contract has been cancelled as of June 30, 2005. The State Aging and Adult Services Administration are contracting directly with the providers for these services. The MHD ECS contract reduced the monthly payment from \$54,368 to \$15,630. The new amount represents the State-only portion of ECS.
- ◆ We are currently responding to the Request For Qualifications (RFQ) process. There are many proposed changes. The biggest fiscal change has to do with reporting to the State every three months instead of every six months. This will require additional work for all counties and providers. The time to turn in the report is 60 days after the period ends. The original proposal was a 30-day turn in time. Also the State wants the Risk Reserve dropped from 5.9% to 4.5% and said that he asked the State to send the information on how this rate was established. Mr. Whitlock said a motion would be brought forward next month on the Risk Reserve.

Mr. Whitlock was thanked for his report.

13. Report from the Finance Committee

Mr. Nelson reported that the Finance Committee met today and moves approval of the Consent Agenda, motions 05-090 through 05-093, seconded by Ms. LaBrash, all in favor, **motion carried.**

14. Consent Agenda – Chair Nelson

All matters listed with the Consent Agenda have been distributed to each Board Member for reading and study, are considered to be routine, and will be enacted by one action of the Board of Directors with no separate discussion. If separate discussion is desired, that item may be removed from the Consent Agenda and placed on the Regular Agenda by request of a Board Member.

Motion # 05-090

To review and approve North Sound Mental Health Administration's claims paid from October 1, 2005 through October 31, 2005 in the amount of \$3,385,635.80. Payroll for the month of October in the amount of \$71,412.27 and associated employer paid benefits in the amount of \$26,240.37.

Motion # 05-091

To review and approve the NSMHA Strategic Plan 2006-2009 as recommended by the NSMHA Planning Committee.

Motion # 05-092

This motion was approved in October by Motion # 05-083 for contract number NSMHA-SKAGIT-JAIL SERVICES 06. It is being presented again to correct minor errors. The term of the contract is November 1, 2005 to August 31, 2006. Maximum consideration of \$85,530 remains the same.

Motion # 05-093

This motion was approved in October by Motion # 05-084 For contract number NSMHA-SNOHOMISH-JAIL SERVICES 06. It is being presented again to correct minor errors. The term of the contract is September 1, 2005 to August 31, 2006. Maximum consideration of \$491,795 remains the same.

15. Action Items

Motion # 05-094

To review and approve the NSMHA-MHD Contract #0569-79567, amendment 1 whereby NSMHA agrees to provide mental health services to Medicaid enrollees for the period 9-1-05 to 8-31-06. One purpose of the

amendment is to correct errors and clarify ambiguous terms. The allowable risk reserve is reduced from 5.9% to 4.5%. Financial reports are due quarterly. Financial consideration is unchanged.

A motion to approve by Mr. Sievers, seconded by Mr. Williams, all in favor, **motion carried.**

Motion # 05-095

To review and approve the NSMHA-MHD Contract #0569-79682, amendment 1 whereby NSMHA agrees to provide state funded mental health services for the period 9-1-05 to 8-31-06. One purpose of the amendment is to correct errors and clarify ambiguous terms. The previous Telesage incentive is eliminated and a new incentive for state hospital utilization is added. Financial reports are due quarterly. Financial consideration is unchanged.

A motion to approve by Mr. Sievers, seconded by Ms. Sgrignoli, all in favor, **motion carried.**

16. Introduction Items

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To review and approve contract number NSMHA-SAN JUAN-ADMIN-06. The contract is for administrative services. The term of the contract is January 1, 2006 to December 31, 2006. Total consideration is \$52,024.

Motion # 05-108

To review and approve the NSMHA operating budget for 2006.

17. Other

Margaret Rojas thanked Councilman Sievers for the Resolution he made and that was passed by Snohomish County Council recognizing Kristen Stout for her contribution to mental health awareness on behalf of the citizens of Snohomish County.

18. Adjournment – Chair

Chair Nelson adjourned the meeting at 2:49 p.m.

Respectfully submitted:

Annette Calder
Executive Assistant

NOTE: The next Board of Directors meeting December 8, 2005, at 1:30 p.m. in the NSMHA Conference Room, 117 N. 1st Street, Suite 8, Mount Vernon, WA

Report to Board of Directors
NSMHA Quality Management Oversight Committee
Summary of November 23, 2005 meeting
by Committee Chair Gary Williams

1. 2006-2007 Quality Management Plan

Terry McDonough presented the 2006-2007 NSMHA QM Plan. The QM plan is accountable to CMS, EQRO, and BBA. Terry noted that recommendations from any review are presented to both QMC and QMOC. Wendy Klamp noted four Performance Improvement Indicators have been established. We are required to have four PIP's open at all times. The RSN will be collecting data from providers on consumer satisfaction, which was PIP#1. Deborah Moskowitz stated that the high amount of objectives in the plan are beneficial since when making decisions about how services are being rendered, data is being looked at from a lot of different angles. The Plan revision was completed with the assistance of a QMOC workgroup, which met with NSMHA staff several times during the past two months.

Action: The Committee voted to approve the 2006-2007 Quality Management Plan unanimously and forward the QM Plan to the Board of Directors

2. Complaint, Grievance, Appeal, Fair Hearing Policies (#1001, #1002, #1003, #1004)

Diana Striplin reported on the revised policies. Diana noted that MHD has repeatedly changed requirements for these policies. Diana noted that the main differences with these procedures are that Medicaid enrollees can now appeal. Non-Medicaid can grieve at the RSN level but there is no more grieving RSN decisions with a provider. The committee reviewed the recommended changes required by the State Mental Health Division as presented by Diana.

Action: The Committee voted to approve the Complaint, Grievance, Appeal, Fair Hearing Policies (#1001, #1002, #1003, #1004) unanimously and forward the revised Policies to the Board of Directors

3. Clinical Eligibility and Care Standards Manual

Wendy Klamp went through that Clinical Eligibility and Care Standards (CECS) manual, noting the difficulty of determining who qualifies for what service in our system as it is split up into Medicaid enrolled and non-eligible. VOA will be authorizing at intake. Wendy noted new continuity of care requirements which from the State. VOA will do routine level of screening along with emergent and urgent, and there will be care managers at NSMHA for high-need individuals. Wendy explained the new MATCH (matched level application of treatment for client with high need) program for high-intensity treatment review tool would be developed accordingly. Susan Ramaglia asked to add "provider/consumer/family" team to page 90. Janet Lutz Smith stated that for children and youth outpatient on page 114, the exclusionary criteria is far too restrictive. Wendy noted this is from the State, it has been fought repeatedly through many venues and no change has been made. Wendy encouraged advocacy groups to continue fighting. Diana clarified that it is not exclusionary criteria if child has a mental health diagnosis in addition to the listed afflictions, they can still enter service.

Action: The Committee voted to approve the amended NSMHA Clinical Eligibility and Care Standards Manual with one *abstention and forward the revised Policies to the Board of Directors

*** QMOC members Janet Lutz Smith choose to abstain to protest the exclusionary criteria regarding children and youth in the CECS. There was strong support from QMOC members in support of Ms. Smiths concerns. Many families with children with diagnoses no longer included in the CECS feel abandoned. As Wendy Klamp noted the state has resisted all efforts to include these children and Families in the CECS.**